



GF&RD

the Gilbert Fire and Rescue Department

VOLUNTEERS

Volume 7, Issue 4

April 2014

Kim's Corner

By Kim Yonda
Gilbert Fire and Rescue Department
Volunteer Coordinator

Every day many individuals in Gilbert share their time, energy and expertise to make a difference in another person's life. Who are these AMAZING individuals, and how can you meet them? It's simple, glance around and you will see Gilbert Fire & Rescue Volunteers throughout the community.

April 6, to April 13, is National Volunteer Week. This week highlights the enormous contributions Volunteers make in communities every day of the year. Please join me and seize the chance this month to thank Volunteers who share their time and energy by continuing to move communities forward and change lives.



In March we held our Annual Volunteer Dinner and Awards Ceremony at Fire Station 1. It was called "Teamwork Makes the Dream Work." In this month's newsletter you will see some fabulous pictures of many of our Volunteers who dressed the part, and proudly displayed their favorite teams! Special thanks go to the crews at Station 1. They prepared the station for the evening, and helped with all the decorating and clean up!

Many thanks also go to each of our Volunteers for their commitment to inspire others, and for being an essential part of our team.

Program Support Desk

By Johnna Switzer
GFRD Volunteer

Dealing With Difficult People

I know many of you are probably taking, or have taken, a course on dealing with difficult individuals. For those who have not been able to attend such a course, this month I am focusing on dealing with this type of person. Always remember to:

- Remain calm and avoid raising your voice, which may only further agitate the person.
- Speak slowly, softly, and clearly.
- Call for help, if possible, or send someone to get help.
- Move away from heavy or sharp objects that may be used as weapons.
- Monitor your body language and avoid movements that could be challenging, such as placing your hands on your hips, moving toward the person, pointing your finger, or staring directly at the person. However, focus your attention on the person so you know what he/she is doing at all times.
- Position yourself at right angles to the person. Avoid standing directly in front of him or her. Maintain a distance of 3 to 6 feet.
- Position yourself so that an exit is accessible. Never let the person come between you and the exit.
- Avoid making sudden movements.
- Listen to what the person is saying. Encourage the person to talk, and communicate that you genuinely care and will try to help. Acknowledge that you understand that he/she is upset.
- Break big problems into smaller, manageable ones.
- Avoid arguing and defensive statements. Accept criticism in a positive way. Ask clarifying questions.
- Ask the person to leave and return when he/she is calmer (if appropriate).
- Ask questions to help regain control of the conversation.
- Avoid challenging, bargaining, or making promises you cannot keep.
- Describe the consequences of abusive behavior.
- Avoid touching an angry person.
- If a weapon is involved, ask the person to place it in a neutral location while you continue talking. Avoid trying to disarm the person, which may put you in danger.





Wikipedia is good on iPhones, but this app is better. It gives access to articles, search, viewing options, and a lot of other things. Best of all there are no ads, and it is free.

Source: iTunes



Gilbert Fire & Rescue would like to thank the following Volunteers for their dedication to making a difference in the lives of others. Thank you for your 10 years of service, and here is to many more!

Left to right:

Jerry Cirou, Suzanne Hoebermann, Diane Howard, Bob Hoebermann, Janet LaTour, Chief Jobusch, Pastor Rick Oller, Pastor Bill Birdwell, Gerhardt Obrikat

Are you Code 4?

By Dianna Erickson and Tom Dieterle
GFRD Volunteers



Do you know what it means to be Code 4? If alarm should call on the radio and ask if you are Code 4, do you know how to respond? What does it mean when alarm tells an engine that it is Code 4 to enter? All of these questions have one thing in common, and it is safety.

If you are safe on a scene, you are Code 4. If alarm asks if you are Code 4, you will hopefully reply, "That's affirmative!" If you are not safe you need to let alarm know so they will know to send additional resources.

When alarm is telling an engine that it is Code 4 to enter they are saying that police are on the scene, and it is safe for fire to enter.

I think it's safe to say that it is important to know what Code 4 means, and how it is used.



If you are traveling and stop by a fire station, please submit a picture of yourself at the station and we may just share it in our newsletter. Here, Katharine Keller's latest adventure took her to Oregon where she visited Garibaldi Station 31.

Welcome
New GFRD Volunteer
Shawn Patterson

Congratulations

To Captain Connor and Captain Nelson for their recent promotions to Battalion Chiefs! Both of these gentlemen have always supported our volunteer program and will be great additions to the Battalion Chief Team.



Advanced Storm Spotter Training in Gilbert

The City of Gilbert will be hosting a specialized training course on Tuesday May 27th for members of the National Weather Service's Skywarn Storm Spotter program. The two hour class will explore meteorological topics in greater depth than is possible in the standard class. Topics will include thermodynamic charts, radar interpretation, and the role of vertical wind shear on storm structure.

The class is open to those who have attended a Standard spotter class within the past two years (2013 or 2014). Skywarn Spotters are Volunteers who are community minded individuals who aid public safety by providing key storm information to the National Weather Service.

Time: May 27th @ 7 pm

Location: Gilbert Fire Dept. Administration
85 E. Civic Center Dr.

Registration: send email to kim.yonda-lead@gilbertaz.gov or call 480-503-6357 and provide your Spotter ID number.



Congratulation to GILBERT FIRE & RESCUE CLASS 13-2

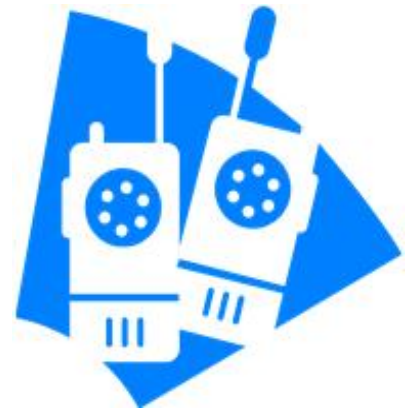
Left to Right: Sean Pearson, Kyle Borg, David Rodriquez, Nick Forsyth, Nathan Hahn, Mike Alling, and Josh Yox

2014 Appreciation Event Award Winners



Gilbert EmComm Team Gets Radio Active

By EmComm Team Members Joe Bakas and Rick Harston
GFRD Volunteers



The EmComm (Emergency Communications) team from Gilbert Fire & Rescue participated in the Ragnar Del Sol foot race on February 22, & 23, 2013. This is one of the longest and most elaborate events held in Arizona each year, and goes from Wickenburg to Tempe. It is a 203.1 mile team race where teams of six or twelve members race non stop to the finish line. With approximately 3,800 runners racing day and night, Ragnar requires a large number of resources for support. There were 321 teams, 700 team support personnel, and 432 Volunteers.

Ham radio has been a key element to most large events for some time. Ham radio provides the race directors with well trained radio operators who have the skills, experience and equipment that provide communications coverage over the entire race course. Communications coverage is essential to event safety, and cell phones are not a feasible tool. Cell may not even work in some areas. Locating an overdue runner and having constant eyes on the lead and last runners allows the director to ensure that resources are in place to meet the needs as the event progresses. The ham operator shadowing the Director only has to ask a question and hams across the course can systematically answer. Think of this event as a moving drill. It does not happen and stay in one place. It moves across a large changing environment of terrain, temperatures, lighting and challenges.

Twelve members of the Gilbert CERT EmComm team were activated to participate in Ragnar 2013. Our 12 along with 68 other hams engaged in supporting the Ragnar Del Sol race. This Simulated Emergency Tests, (known as SET) event operated under the Incident Command System (ICS) and a net control station at the Chandler EOC. Working within ICS allows communications to operate smoothly without radio traffic chaos. The agencies involved were the Wickenburg PD, the Arizona Department of Public Safety, MCSO, the Maricopa County Department of Transportation, the Surprise PD, and the Phoenix PD.

The Gilbert team was responsible for a 31 mile section of the race route. This section of the race has ten sites encompassing six runner exchange points and four water stations. Our on-station times varied across the course starting as early as Midnight and finishing times as late as 16:30. Shifts were approximately twelve hours. Planning is essential in this kind of exercise. Our team planned in advance and held briefings prior to being deployed. We prepared for what we could and improvised when we encountered challenges. Only three of the stations were in areas with business nearby but none were open at the time. The rest were along roads with no electric, water, or facilities. The team prepared for the cold desert night temperatures standing on the roadside in their warmest clothes and reflective Gilbert CERT vests. We worked as a team within the larger team to report Conditions, Actions and Needs (CAN's). We reported route conditions and recorded bib numbers of the runners as they passed specific check points. We addressed safety violations and reported them as needed. We requested supplies and Volunteers as needed at specific stations.

The Ragnar Del Sol SET provided the Gilbert EmComm team with deployment experience and training while we supported a large charity event. We planned, participated, contributed and learned. We look forward to many more opportunities like this.

Cook & Ladder

VERY Fast (30 minutes) Chicken & Dumplings

VERY Fast (30 minutes) Chicken & Dumplings to serve 4

1 ½ cup milk

1 cup frozen peas & carrots (or other favorite frozen vegetables)

1 deli-cooked cut up chicken

1 can condensed cream of chicken soup

1 cup Bisquick mix

1/3 cup milk

Paprika (optional)

Heat 1 ½ cup milk, vegetables, chicken, and soup to boiling. Stir mix and 1/3 cup milk together GENTLY. Drop dough into 8 sections onto chicken mixture. Sprinkle with paprika and cook uncovered on low for ten minutes. Then cover it and cook about ten more minutes.



Applause! Applause! Applause!

Congratulations to our Credential Renewal Raffle Winners! Marna Fontana and Terry Gray . Each won a collared CERT shirt.

A Little Laugh

Did you hear the one about the student who was asked to write a story about what he did on vacation in 100 words? He wrote "Not much." 50 times.

And For The Small Fry

Q. What kind of ears do pumpers have?

A. Engineers!

COMING UP

APRIL

1 CCC CPR	6:00 - 7:30 PM	Room 6	△ / Open to Public
7 Citizen Corps Operations Meeting	6:00 - 8:00 PM	Room 2	△
8 Ims/Safety	6:00 - 8:30 PM	Room 1	COM 251 only
10 Storm Spotters	7:00 - 9:00 PM	Amphitheater	△ / Open to Public
14 COM 251 Quarterly Meeting	6:00 - 8:30 PM	Room 6	COM 251 only
16 CCC CPR	9:00 - 10:30 AM	Room 6	△ / Open to Public
19 Motorist Assistance	8:00 - 9:00 AM	Room 6	COM 251 only
19 Radio Communications	9:00 - 10:00 AM	Room 6	COM 251 only
19 Smoke Detectors	10:00 - 11:00 AM	Room 6	COM 251 only
19 Station Life	11:00 AM - 12 PM	Room 6	COM 251 only

MAY

27 Advanced Storm Spotter Training	7:00 - 9:00 PM	Amphitheater	Storm Spotters Only / Open to Public
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Fire Administration Will Be Closed
May 26
MEMORIAL DAY



△ Open to CERT, FC, and VIPS Volunteers

Gilbert Fire and Rescue Department Volunteers register on line.

All others

Register with Kim Yonda @ 480-503-6325 or kim.yonda-lead@gilbertaz.gov